

CITY OF ROCKAWAY BEACH
POSITION CLASSIFICATION DESCRIPTION
ADMINISTRATIVE ASSISTANT II

JOB DESCRIPTION: Administrative Assistant II/Utility Clerk
DEPARTMENT: Administration
REPORTS TO: Finance Director
SUPERVISION DUTIES: No
EMPLOYMENT STATUS: Non-Exempt
REPRESENTATION: City of Rockaway Beach Employees Local 2734-1, AFSCME Council No. 75,
ALF-CIO

GENERAL STATEMENT OF DUTIES:

Under supervision of the Finance Director, this position performs utility billing functions by maintaining current utility records, communicates with the Public Works Department and provides customer contact and support, resolves complaints, and completes related accounting work as assigned by the Finance Director.

SUPERVISION RECEIVED:

Work is performed under the direct supervision of the Finance Director, with general responsibility for requests from other administration staff.

DISTINGUISHING FEATURES OF THE CLASS:

Responsible for performing a variety of clerical, accounting, and administrative functions in support of the City Administrative Department; files, receives and records utility payments, responsible for processing accounts payable, provides customer contact and support, resolves complaints, and related work as assigned.

An employee in this classification performs accounting work to maintain a set of utility, planning, and accounting records. Work will involve considerable contact with the general public; the employee is generally expected to work independently.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

- Receives and updates information necessary to maintain utility and license account records and computer-based system.
- Works with third-party services to coordinate and process meter readings, utility billing, late notices, short term rental license accounts, and shut-off notices.
- Processes the following on a daily/weekly basis: daily balances, utility bills, final utility bills, new account set ups, penalties to delinquent accounts, and meter changes in the utility system.
- Performs data entry for all utility and rental account changes.
- Processes and transfers Invoice update batches, and updates payment batches.
- Provides utility data to banks and title companies for property sales.
- Accepts cash, checks, and credit card utility payments.

- Responsible for Accounts Payable including weekly processing of invoices for payment.
- Shares responsibly for Front Desk service, answering phones, emails, and providing customer service.
- Assists with short-term rental licensing.
- Assists the Finance Director as assigned.

EXPERIENCE:

Minimum two years responsible experience in office clerical work, in a public contact position.

MINIMUM QUALIFICATIONS:

- High School Diploma or General Education Development Certificate (GED).
- General clerical experience, including typing, telephones, cash drawer, scheduling, data entry and intermediate knowledge and experience with Microsoft Office programs.
- Valid driver's license and a safe driving record.

PREFERRED QUALIFICATIONS:

- Associate's or Bachelor's degree in Accounting or similar field.
- One year or more experience in municipal accounting, utility billing, or municipal utility support operations.
- Expertise in Microsoft Word, Excel, and Caselle, or other accounting software

KNOWLEDGE OF:

General office practices and procedures; record keeping practices used in the maintenance of accounts receivable, utility accounts, billing procedures; appropriate cash handling procedures; effective English usage and grammar. Document processing utilizing Microsoft Office, Excel, Outlook, Word and Publisher.

Municipal organizational structure, functions, and operation; principles and practices of the City organization and administration.

SKILL IN:

Operation of standard office equipment, including a computer to update and access files, typing, and ten key calculator; consistent legible handwriting; record keeping and reporting; copying and reproduction; fax and typing; transcription from recordings. Independently researching assigned problems; organizing and summarizing information; preparing and publishing reports; maintaining confidentiality; accurately classifying, filing and retrieving materials and documents; communicating effectively in writing and verbally, by email, telephone, and in person.

ABILITY TO:

Properly record and document utility transactions in legible form; deal effectively with frequent interruptions; establish and maintain effective working relationships with employees and the general public; meet and deal with the public courteously and tactfully establish priorities and organize own workload. Perform simple computations and tabulations accurately and with reasonable speed; understand and follow detailed oral and written instructions; learn clerical tasks readily, adhering to prescribed departmental routines;

Demonstrate strong knowledge of arithmetic. Demonstrate knowledge of the principles, practices, methods and techniques used in bookkeeping, accounting, clerical and general office work. Demonstrate knowledge and can effectively use Caselle software programs. Demonstrate knowledge and effectively use Cloud web-based computer/software programs. Demonstrate knowledge of basic business procedures, accounting and English grammar; Demonstrates skill in the operation of the following pieces of office equipment: computer, multi-line telephone, calculator, and copy machine; Demonstrates knowledge and understanding of office practices and procedures, including maintaining orderly and accurate records; Demonstrates ability to effectively listen, speak, write, and interact in a tactful and customer-friendly manner; Demonstrates ability to organize and prioritize work, along with meeting deadlines; Demonstrates ability to maintain the confidentiality of sensitive information; Demonstrates ability to use initiative and work independently, while following policies and procedures; Demonstrates ability to understand and respect the diversity of customers and co-workers, effectively communicating with individuals whose first language may be one other than English.

ESSENTIAL FUNCTIONS:

Must be able to demonstrate: ability to type 60 wpm; familiarity with word processing programs; rapid and accurate operation of a 10 key adding machine, and proficient use of common office equipment; pleasant, but firm telephone presence; familiarity with all office equipment, including word processing/data base programs. Independent research; organizing and summarizing information; preparing and publishing reports; establishing priorities and organizing own work load; maintaining confidentiality; accurately classifying, filing and retrieving materials and documents; dealing effectively with frequent interruptions and several situations at one time including emergencies and crisis circumstances; communicating effectively, both verbally by telephone or in person, and in writing; accurately recording, preparing and filing minutes of meetings. Order and maintain office supply inventory.

PHYSICAL/MENTAL DEMANDS:

While performing the duties of this position, the employee is frequently required to walk, stand, bend, kneel, stoop, communicate, reach, and manipulate objects. The position requires mobility. Duties involve moving materials weighing up to 10 pounds on a regular basis such as files, books, office equipment, etc., and may infrequently require moving materials weighing up to 40 pounds. Manual dexterity and coordination are required while operating equipment such as computer keyboard, calculator, and standard office equipment. Specific vision abilities required by the job include close vision and the ability to adjust focus. This position interfaces directly with the public and requires communication skills including listening, tactfully addressing problems, and problem solving.

WORKING CONDITIONS:

Usual office working conditions: noise level in the work area is typical of most office environments with telephones, personal interruptions, and background noises.